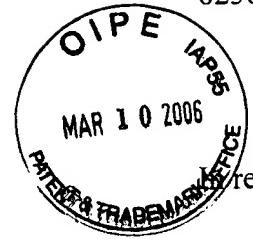


82368

PATENT APPLICATION



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Here Patent Application of:
Anthony J. Dezonno, et al.

Serial No.: 09/941,046

Filed: August 28, 2001

For: AGENT DESKTOP MANAGEMENT
SYSTEM WITH AGENT TRAINING

Attorney Docket No.: 6065/82368

) Conf. No.: 5725
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3-7-06 Bbbae Dowdy
Date _____
Registration No. _____
Attorney for Applicant(s) _____

AMENDMENT

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-0001

In response to the Office Action of November 7, 2005, please amend the above-identified application as follows: